

THANK YOU LETTER

OCCASIONS FOR WRITING A THANK YOU LETTER:

- Employee suggestions / outstanding efforts / well done jobs
- Favors / kindness / assistance / help / advice
- Information / requested documents
- Referrals: customers / clients / patients
- Money: gifts / bonuses / loans
- Hospitality: business / private
- **As a follow-up letter after a job interview**

THANK YOU LETTER STRUCTURE

- **1st paragraph**

- Thank the HR manager for taking the time to interview you;
- Mention the position you interviewed for;
- Mention the other interviewers by name and thank them as well.

- **2nd paragraph**

- Explain the reasons why you are a strong candidate;
- List specific skills that relate to the job and provide concrete examples (= **show, don't tell!!!**)

- **3rd paragraph**

- In case you need it, include additional information about your qualifications;
- Ask questions that you forgot to ask during the interview;
- Say again how grateful you are for being considered for the job;
- Let the HR manager you are looking forward to hearing from him/her soon.

THANK YOU LETTER SAMPLE

Dear Ms. Lee,

Thank you for taking the time to interview me for the research position at Amber Technologies. I enjoyed talking with you and with Dr. Jansen about this exciting opportunity.

I believe I would be a perfect fit for this position because I worked on similar research projects while studying for my master's degree at Smith University. As you recall, we talked about my suggestions for statistical analysis that proved to be valuable, and about how the primary investigator was pleased with my suggestions.

Thank you again for taking the time to interview me. If you have any questions or need any further information, please do not hesitate to contact me.

Sincerely,

Carlos Applicant

- *What to say:*

- Mention what you are grateful for in detail.
- Express it in an appreciative way.
- Elaborate (what, why, how).
- Put *thank you again* at the closing of your letter.
- Close with a promise to either see the person soon or by sending greetings to the members of the team / family or close associates.

- ***What not to say:***

- Avoid general introductory sentences.
- Do not ask about the gift or the way the favor has been done.

THANK YOU LETTER
-EXERCISES-

FILL IN THE BLANKS

convey reciprocate on his behalf appreciative assistance

1. Thank you for all the assistance, information, and encouragement you offered us when ...
2. Please convey our thanks and admiration to the entire staff.
3. I am deeply appreciative of your kind support through those difficult times.
4. I hope to reciprocate the favor by driving you to the airport.
5. I would like to thank you for your kind expression of sympathy on his behalf.

REARRANGE THE ORDER OF PARAGRAPHS IN THE FOLLOWING THANK YOU LETTER:

- It was very enjoyable to speak with you about the Assistant Account Executive position at the Smith Agency. The job, as you presented it, seems to be a very good match for my skills and interests.
- I appreciate the time you took to interview me. I am very interested in working for you and look forward to hearing from you about this position.
- I understand your need for administrative support. My detail orientation and organizational skills will help to free you to deal with larger issues. I neglected to mention during my interview that I had worked for two summers as a temporary office worker.
- In addition to my enthusiasm, I will bring to the position strong writing skills, assertiveness and the ability to encourage others to work cooperatively with the department. My artistic background will help me to work with artists on staff and provide me with an understanding of the visual aspects of our work.
- Sincerely,
- Dear Mr. Jonson:

KEY

- **Dear Mr. Jonson:**
- **It was very enjoyable to speak with you about the Assistant Account Executive position at the Smith Agency. The job, as you presented it, seems to be a very good match for my skills and interests.**
- **I understand your need for administrative support. My detail orientation and organizational skills will help to free you to deal with larger issues. I neglected to mention during my interview that I had worked for two summers as a temporary office worker.**
- **In addition to my enthusiasm, I will bring to the position strong writing skills, assertiveness and the ability to encourage others to work cooperatively with the department. My artistic background will help me to work with artists on staff and provide me with an understanding of the visual aspects of our work.**
- **I appreciate the time you took to interview me. I am very interested in working for you and look forward to hearing from you about this position.**
- **Sincerely,**

USE THE FOLLOWING WORDS TO FILL IN THE BLANKS:

ACCOMMODATING *CONVENIENT* *PLEASURE*

APPRECIATED SURROUNDINGS *JOY* *ENJOYED*

- It was a _____ finally meeting you, after our numerous emails and phone conversations, regarding the Production Editor-Proof reader position. I truly _____ our conversation and learning more about the needs of the Sales Intelligence department.
- I _____ the tour of your facilities. They are quite impressive, and it would be a true _____ to work in such beautiful _____. Thank you also for introducing me to several Sales Intelligence team members. They were all so kind and _____. I agree it was a shame that Bob Brown, the actual person I'd be working for, was not in. I hope he is feeling better and have no problem coming back to meet with him, when it's _____.

USE THE FOLLOWING WORDS TO FILL IN THE BLANKS:

*CAPABILITIES BEST ENCOURAGE PROVIDING EXPRESSION THANK
ALREADY SERVICE DISAPPOINT OPPORTUNITY INTERESTED*

- Thank you for giving me the _____ to prove my _____ with your firm. I want to thank you for the _____ of faith in my abilities and will certainly do my very _____ not to _____ you.
- Thank you for _____ ABS Company with the opportunity to be of _____ to you.

We are always _____ in suggestions that would allow us to improve upon our _____ high standards and _____ you to submit your views. Again, _____ you.

WRITING A FOLLOW UP THANK YOU
LETTER
- TASK -

- You attended an interview for the position of .NET Developer/ PR Manager / Operations Manager / Marketing Manager / Bookkeeper / CEO.
- The main interviewer was HR Manager Ms. Layla Miller; other interviewers were: George Davis and Katherine Jones.
- The interview went well, but *you didn't have the time to mention your experience of working with foreign companies on successful projects.*
- You also forgot to ask questions about remote work, perks and training.
- **TASK:**
- *Use between 80 and 120 words to write a thank you letter to thank Ms. Miller for taking the time to interview you.*
- *Mention your best skills that make you perfect for the job.*
- *Mention the things about your experience that you forgot to say.*
- *Ask two of the abovementioned questions that you didn't manage to ask.*
- ***BUSINESS LETTER FORMAT: MODIFIED/ SEMI-BLOCK LETTER FORMAT***

CONGRATULATION LETTER

OCCASIONS FOR WRITING A CONGRATULATION LETTER

- The primary purpose of this letter is to formally congratulate someone on an outstanding achievement.
- It is used for both personal and business occasions.
- Examples: awards, prizes, publications, promotions, anniversaries, graduation, a new job

CONGRATULATION LETTER STRUCTURE

- **1st paragraph:** congratulate
- **2nd paragraph:** say how / why the person deserved the accomplishment you are congratulating him / her on etc.
- **3rd paragraph:** congratulate again / wish all the best in the future

**CONGRATULATION LETTER
SAMPLE**

-
- **Mr. Yoshihiko Tsuruda**
- **President and CEO**
- **ONYX Corporation**
- **Tokyo, 104-7572**
- **Japan**

• **July 7, 1999**

• **Dear Mr. Tsuruda:**

• **I was very pleased to read the *Fortune Magazine* report entitled “The Giants of Asia” and find you named among the top executives leading the best companies in Asia’s New Economy. It is always gratifying to follow the successful careers of University of Washington alumni, particularly when they are as stellar as yours has been. Your accomplishments as chairman of ONYX Corporation—as well as the reputation you have earned as an innovator, visionary, and role model for new generations—is quite remarkable.**

•

• **Congratulations for making the *Fortune Magazine* list of Asian leaders at the forefront of change. Your impressive achievements honor the University of Washington and especially the School of Business Administration.**

•

Sincerely yours,

•

Mark A. Emmert

•

President

TIPS FOR WRITING

- Write the congratulation letter as soon as possible after the fortunate event takes place.
- Begin by stating the specific occasion that has motivated you to write the letter.
- Express praise and approval of the reader's accomplishments.
- Keep your congratulation letter simple and concise—under one page in length.
- Be positive and don't include any negative comments or unhappy news.
- Don't suggest that the fortunate event should benefit the letter-writer in any way.
- Don't exaggerate your congratulatory words, or your letter may seem sarcastic or mocking.
- Edit your letter for correct structure, grammar, and punctuation.
- Don't forget to spell check your letter.
- Proof-read your letter again before sending it.
- Tell how you learned about the good news (if appropriate).
- End your letter with a congratulatory note and good wishes.

WHAT NOT TO SAY:

- Avoid excessive flattery.
- Do not exaggerate.
- Never use “I never thought you could do it” or “such a thing could happen to you”.
- If you congratulate the person’s birthday, never make jokes about the age.

CONGRATULATION LETTER
-EXERCISES-

**REARRANGE THE ORDER OF PARAGRAPHS IN THE
FOLLOWING CONGRATULATION LETTER:**

- **Bruce Atkinson**

- **Belinda Asher**
620 Mayview Ave.
Pineville, WV 24874

Once again, on behalf of the management and staff at Deerwood Resorts I wish you all the best in your future career and life endeavours, whatever they may be.

- President and CEO

- I must say that I was not surprised to read of your success in the newspaper. During your first of four summers as an employee at our Lakeland Family Resort I noted how bright you are and how you have a very quick mind for business. Combine those attributes with your relentless work ethic and commitment to quality customer service, and it is obvious that you have a wide-open future ahead of you. I can only hope that your experience working with us contributed in some small way to your success.

Dear Belinda:

- On behalf of everyone here at Deerwood Resorts Ltd., I would like to sincerely congratulate you on your recent graduation from Mountain State University with your M.B.A. (Marketing).

- **Yours sincerely,**
June 25, 2006

- **Belinda Asher**
620 Mayview Ave.
Pineville, WV 24874

June 25, 2006

- **Dear Belinda:**
- On behalf of everyone here at Deerwood Resorts Ltd., I would like to sincerely congratulate you on your recent graduation from Mountain State University with your M.B.A. (Marketing).
- I must say that I was not surprised to read of your success in the newspaper. During your first of four summers as an employee at our Lakeland Family Resort, I noted how bright you are and how you have a very quick mind for business. Combine those attributes with your relentless work ethic and commitment to quality customer service, and it is obvious that you have a wide-open future ahead of you. I can only hope that your experience working with us contributed in some small way to your success.
- **Once again, on behalf of the management and staff at Deerwood Resorts I wish you all the best in your future career and life endeavours, whatever they may be.**

- **Yours sincerely,**
- **Bruce Atkinson**
- **President and CEO**

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USE THE FOLLOWING WORDS TO FILL IN THE BLANKS:

CONGRATULATIONS

ACCOMPLISHMENTS

PLEASED

HONOUR

GRATIFYING

REMARKABLE

EXECUTIVES

- Dear Mr. Tsuruda:
- I was very _____ to read the Fortune Magazine report entitled “The Giants of Asia” and find you named among the top _____ leading the best companies in Asia’s New Economy. It’s always _____ to follow the successful careers of University of Washington alumni. Your _____ as chairman of ONYX Corporation - as well as the one you have earned as an innovator, visionary, and role model for new generations - is quite _____.
- _____ for making the Fortune Magazine list of Asian leaders at the forefront of change. Your impressive achievements _____ the University of Washington and especially the School of Business Administration.

USE THE FOLLOWING WORDS TO FILL IN THE BLANKS:

DEPENDENT

PLEASURE

REMAIN

OPPORTUNITY

LOYALTY

STAFF

CONGRATULATIONS

- Allow me the _____ of congratulating you on your new position at ABS COMPANY Inc.
- We would like to take this _____ to thank you for these past five years of fine workmanship and company _____.

We know that the growth and success of our company is largely _____ on having strong and capable _____ members, such as yourself.

- We are hoping that you will _____ with us for many years to come and would like to offer our _____ on this anniversary.

USE THE FOLLOWING WORDS TO FILL IN THE BLANKS:

DOUBT

IMPOSSIBLE

PROVEN

ADMIRATION

CONTINUING

ACCEPT

ACHIEVEMENTS

WISHES

- You have _____ the skeptics wrong and accomplished what most said was _____.
- There is no _____ that your recent _____ will be spoken of for some time to come and that the _____ for your accomplishments is felt by all of us.
- Please _____ my congratulation on your promotion and my very best _____ for your _____ success.

WRITING A CONGRATULATION
LETTER
- TASK -

- **TASK:**
- A colleague from your last job has just won the award for the best regional Creative Director by creating an awe-inspiring TV advertisement.
- You were present at the award ceremony, but want to congratulate him/her once more.
- Write a congratulation letter to say how proud you are of his/her success.
- Mention his/her astounding achievement.
- Use between 100 and 120 words.
- Business letter format: **BLOCK**

JOB INTERVIEW



DISCUSS.

1. What's your ideal job? What qualifications would you need for it?
2. Have you ever attended a job interview? If yes, how did you feel?
3. What are some of the possible interview settings?
4. What do employers look for in a prospective candidate?
5. Is work experience more important than qualifications?

MOVIE TIME

Watch [the insert](#) and try to:

- predict why Chris attended the interview dressed inappropriately
- analyze his attitude and personality
- identify some of his potential mistakes
- write down three new items of vocabulary

DEFINE A JOB INTERVIEW USING THE
FOLLOWING WORDS.

to meeting a suitability is is questions
particular determine in applicant which interview
a formal for A job job their an asked

WHAT MAKES A SUCCESSFUL INTERVIEW?

1. CV/ resume
2. Knowledge
3. Physical appearance
4. Communication skills
5. Presentation skills
6. Body language



WHAT SHOULD YOU DO IN AN INTERVIEW?

1. Talk a lot about your personal life.
2. Take down notes during the interview.
3. Dress up for the interview to get across a responsible attitude.
4. Relax before the interview by having a cup of coffee.
5. Think about the job and write down your strengths and weaknesses.
6. Find information about the company on the Internet.
7. Make up information about yourself.
8. Turn up at the interview a couple of minutes earlier.
9. Make yourself comfortable in your chair and look around the room.
10. Pretend that you understand something when you don't.
11. Speak up and express yourself clearly.
12. Come up with a couple of questions about the job.
13. Frame your responses in a positive manner even when discussing a challenging situation.

BRAINSTORMING QUESTIONS

1. Imagine for a moment that you are a hiring manager. What would you ask a person you want to hire?
2. What do hiring managers want and need to know about you?

LISTENING 1

1. Listen and note down the questions that the interviewer asks the applicant.
2. Which questions refer to:
 - a) work history
 - b) personality
 - c) suitability for the company and role
 - d) goals and ambitions
- 3) The interviewers say one potentially inappropriate thing. What is it?

LISTENING 1 - KEY

Georgina Harris comments on Mansha Khan's age when saying 'Well, you are quite young, aren't you?'

To find out about the candidate's:	Questions from the dialogue
Personality	What are your weaknesses?
Goals and ambitions	What are your goals for the next five years? What are your salary expectations?
Work history	What do you feel has been your biggest achievement to date? Why would you like to leave your current job?
Suitability for the company and role	What do you know about our company? What makes you suitable for this job? What is good customer service, in your view?

LISTENING 2

DECIDE IN EACH CASE WHICH CANDIDATE GIVES THE MOST APPROPRIATE RESPONSE. SAY WHY.

question 1

candidate 1

candidate 2

question 2

candidate 1

candidate 2

question 3

candidate 1

candidate 2

question 4

candidate 1

candidate 2

question 5

candidate 1

candidate 2

question 6

candidate 1

candidate 2

question 7

candidate 1

candidate 2

question 8

candidate 1

candidate 2

USEFUL TIPS

1. **Answer questions fully**, but avoid unnecessary information. Avoid very short answers.
2. **Be sure about the details on your resume/CV** and be prepared to talk about your achievements and experience in depth.
3. **Research** the background of the company or organization.
4. **Listen carefully** to the questions you are asked. Answer them with relevant information.
5. Use the **STAR method**. STAR means: **Situation**, **Task**, **Action**, **Result**.

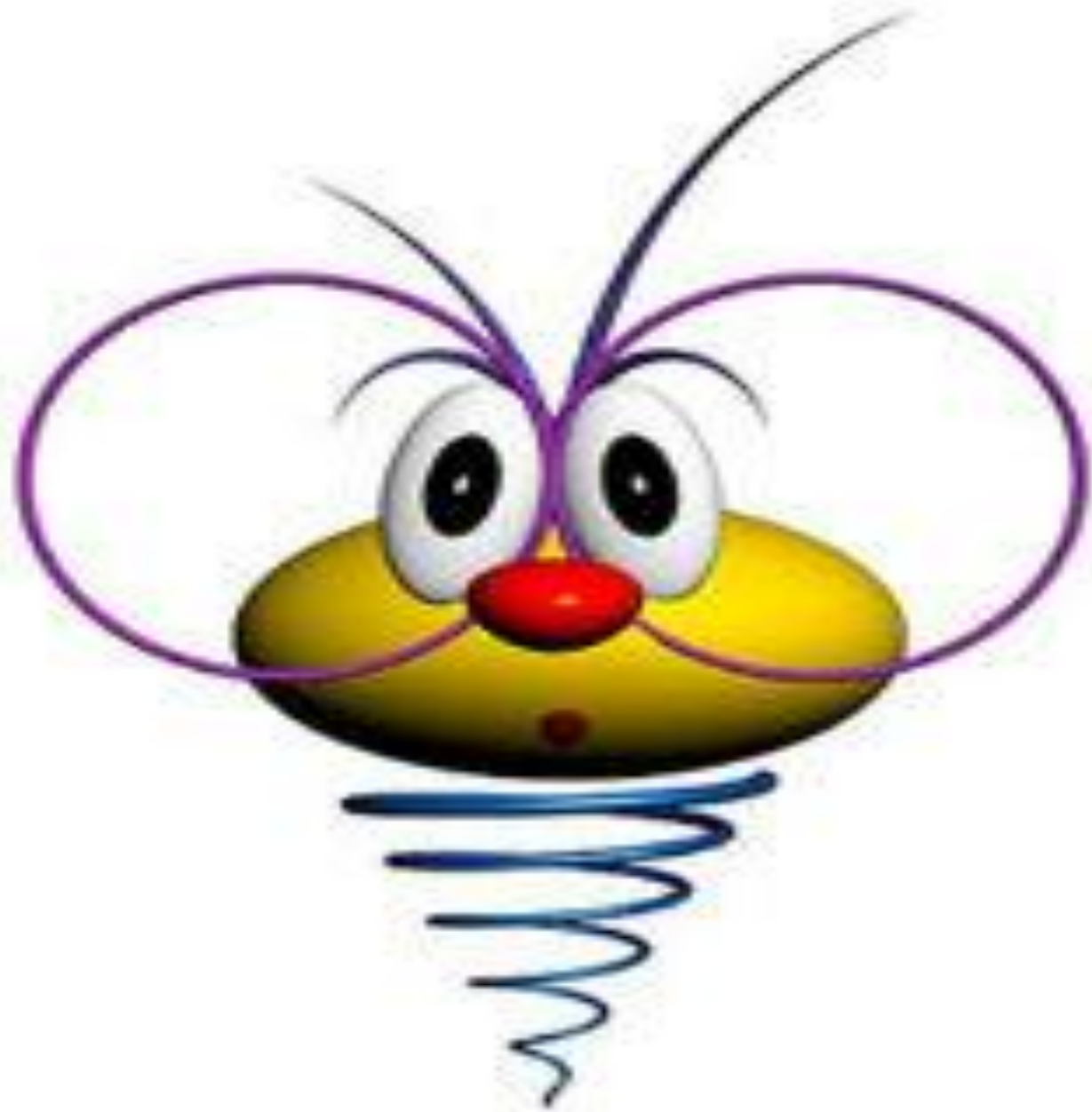
Task: Look at this answer to the question *Can you tell me about a time when you demonstrated excellent customer service?*

There was one time when a customer's order hadn't arrived and we didn't know what had happened to it. The customer was very unhappy and I had to try to solve the problem for him. I arranged for a replacement to be sent, thinking we could find out what happened to the previous order later. In the end, the customer was happy that I could solve his problem quickly and simply.

6. Mirror key words

How do you think your values fit with our company culture?

-I think my values are a good fit for your company culture for two reasons. One...



A1

B1

A2

B2

A3

B3

A4

B4

A

B

FINAL ANSWER

C

D

C4

D4

C3

D3

C2

D2

C1

D1



USEFUL PHRASES AND SENTENCES
-THANK YOU LETTER -

- *Again, thank you for your book.*
- *How sweet/kind/dear/thoughtful of you to remember us/think of me.*
- *I am deeply appreciative of your kind support in this regard. Many thanks.*
- *I hope I can reciprocate/do something as nice for you some day.*
- *I would like to thank one of your salesclerks for being helpful, tactful, and speedy – all at the same time.*
- *It was extremely kind of you to let me know about the job opening – I'll keep you posted.*
- *On behalf of my family I would like to thank you for your kind expression of sympathy.*
- *On behalf of the directors, staff, and employees, I want to thank you for the splendid job you did arranging ...*
- *Please convey our thanks and admiration to the entire staff.*
- *Thank you for agreeing to write a letter of recommendation for me...*
- *Thank you for all the assistance, information, and encouragement you offered us when ...*
- *Thank you very much for your contribution of ...*
- *We are still talking about the wonderful weekend we spent with you – thank you, thank you!*

USEFUL PHRASES AND SENTENCES
- CONGRATULATION LETTER -

- My warmest / sincerest / heartiest congratulations on ...
- Accept my heartiest congratulations on ...
- Congratulations on your accomplishment.
- How happy we were to hear...
- I wish I could be with you to share this happy occasion.
- I am almost as delighted as you are with this recent turn of events.
- I hope we will enjoy many more years of doing business together.
- I hope your birthday is especially happy, you deserve the best.
- May you enjoy many more anniversaries – each happier than the last.

- Every good wish to both of you for much health, happiness, prosperity and many more years of togetherness.
- Much happiness as the years go by.
- This is the best news I've heard in a long time.
- We have all benefited from your expertise and creativity.
- You certainly deserved this latest reward.
- You made your lifetime dream come true.
- Your reputation had preceded you, and I see you intend to live up to it.
- I couldn't be happier if it had happened to me.
- Best wishes from all of us.

MOST COMMONLY USED INTERVIEW
QUESTIONS.
HOW WOULD YOU ANSWER THEM?

1. Tell me a little about yourself.
2. What qualifications do you have for this job?
3. What are your strengths and weaknesses?
4. What special abilities do you have that you feel would make you successful in this field?
5. Why do you want this particular job?
6. How do you feel about professional criticism?
7. What are your short-term and long-term career plans?
8. What do you expect from this organization?
9. Why do you want to work for our organization?
10. What are your hobbies and interests?
11. What do you know about our organization?
12. In what kind of working environment do you think you will be most productive?
13. Are you willing to travel or relocate?
14. Why did you leave your last job?
15. What are your salary expectations?
16. Do you have any questions regarding this position or our organization?

ADDITIONAL PRACTICE

- | | | | |
|---|--|---|---|
| 1 | So, could you tell me about yourself? | A | Always answer this question with a 'yes' and back it up with examples of times where you have demonstrated your ability to work as part of a team. |
| 2 | Why do you want this job? | B | Answer by emphasizing the positive aspects of your character that other people may have noticed. |
| 3 | How would your colleagues describe you? | C | Answer to show that you are ambitious but not overly ambitious. Make sure that your answer implies that you envisage that you will still be working for the target company five years from now. |
| 4 | How do you cope with working under pressure? | D | Answer with care. If you say you have no weaknesses, then you are clearly lying. But, don't choose anything too serious that will make the interviewer lose interest in you. Instead, mention a small weakness, relevant to your work, which you are trying to improve. |
| 5 | What is your greatest strength? | E | Don't give your life story. Simply give relevant facts relating to your education and work experience. |
| 6 | What's your greatest weakness? | F | Explain how the target position relates to your own experience, personality, and goals. |
| 7 | Are you a team player? | G | Make sure that you choose a strength that is relevant to a work situation. |
| 8 | Where do you see yourself in five years' time? | H | Emphasize the positive aspects of your character that might emerge in a pressurized situation. |

1. MATCH THE INTERVIEW QUESTIONS WITH THE APPROPRIATE STRATEGIES TO ANSWER THEM.

2. COMPLETE THE SENTENCES WITH A WORD FROM THE BOX.

challenges
yourself

rewarding
independently

see
situation

hire
greatest

current
right

- 1 Why should I you for this job?
- 2 Do you prefer to work or as part of a team?
- 3 Tell me a bit about
- 4 Tell me about a where you worked well under pressure.
- 5 What are your strengths and weaknesses?
- 6 What has been most about your current job?
- 7 What major have you faced in your current role? How have you handled them?
- 8 What's your salary?
- 9 Where do you yourself in five years?
- 10 Why do you think that you're for this job?

3. NOW COMPLETE THE CONVERSATION USING THOSE QUESTIONS.

Mary: (1)

Yiannis: Well, I think that I'd be suitable for the position because I've had lots of relevant experience in my previous roles. Also, I think I'd be a good fit for the company.

M: (2)

Y: Quite a bit. I know that it's the second largest advertising company in the country and that you employ over 500 staff.

M: That's right. Now, tell me a bit about yourself.
(3)

Y: Hmm, interesting question. Well, I'm very hard-working and incredibly creative, as you can see from my portfolio. But, on the downside, I'm also a bit of a perfectionist, so I find it hard to let go of a project sometimes. But I'm working on that!

M: OK. And (4)

Y: That would have to be when an advertisement that my team developed was nominated for Best Local Ad of the Year. It was great to get some acknowledgement for all our hard work.

3. NOW COMPLETE THE CONVERSATION
USING THOSE QUESTIONS.

M: Uh-huh. (5)

Y: Well, I've enjoyed working for a small company and learned a lot, but I'd really like the opportunities that are offered by working for a large company, for example, the chance to pitch to big clients.

M: Right, so (6)

Y: I'd like to be working as a senior advertising executive with a number of great campaigns under my belt.

KEY

Ex. 1

- 1 E
- 2 F
- 3 B
- 4 H
- 5 G
- 6 D
- 7 A
- 8 C

Ex. 2

- 1 hire
- 2 independently
- 3 yourself
- 4 situation
- 5 greatest
- 6 rewarding
- 7 challenges
- 8 current
- 9 see
- 10 right

KEY

1 Why do you think you're right for this job?/What makes you suitable for this job, do you think?/Why should I hire you for this job?

2 What do you know about our company?

3 What are your greatest strengths and weaknesses?

4 What has been most rewarding about your current job?/What do you feel has been your biggest achievement to date?

5 So why would you like to leave your current job?

6 Where do you see yourself in five years' time?/ What are your goals for the next five years?